

Dear Ms. McDonald,

I am writing to follow up on our discussion last Wednesday. As you requested, I filed a work order with the facilities department regarding the damage to the ascending escalator you reported.

An examination of the escalator found that there was a shoelace caught in the gears. Said shoelace has since been removed, and the escalator was tested extensively to ensure this would not happen again. I am pleased to report that the tests were passed with flying colors, and the escalator has been reopened.

Thank you for bringing this issue to our attention. Please continue to inform us should you have any other problems in our facilities.

Sincerely,

Marilyn Novak  
Property Manager  
Novak Skyscraper Construction